NAVY MEDICINE
World Class Care...Anytime, Anywhere

Patient-Centered Medical Home and Secure Messaging

Presented by:
Title

Learning Objectives

- Describe and discuss the patient-centered medical home (PCMH)
- Describe the concept and execution of secure messaging (SM)
- Describe how SM affects care and supports the clinical and regulatory aspects of the PCMH
- Describe secure messaging services and how they fit into the Medical Home model
- Describe key learnings from the Navy implementations so far, including progress metrics, lessons learned, and user feedback
- Directly address several common misunderstandings about the impacts of secure messaging

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PCMH – What is it?

- The Patient-Centered Medical Home (PCMH) - an approach to providing comprehensive primary care for children, youth and adults

- The PCMH is a health care setting that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient's family

- The PCMH applies across it continuum of care. For DOD personnel, that includes the DOD and VA medical systems…as well as purchased care (Network providers)

- The PCMH concept and execution is a component of "Digital Health Reform" – Improving Health by leveraging technology to the patient

PCMH Concepts

Personal physician **-** each patient has an ongoing relationship with a personal physician

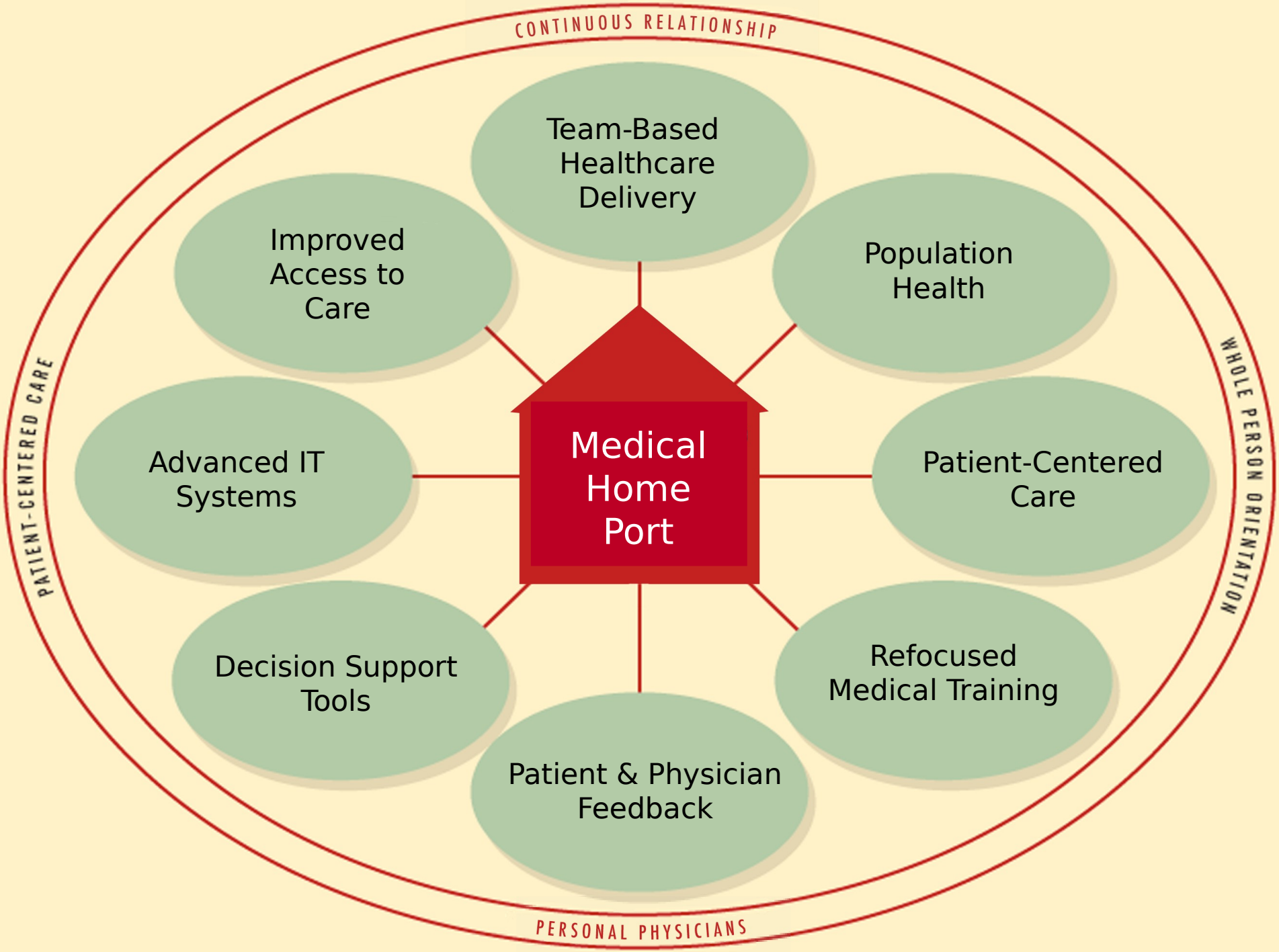
Physician directed medical practice - the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients

Whole person orientation - the personal physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals

Care is coordinated and/or integrated across all elements of the complex health care system

Quality and safety are hallmarks of the PCMH

Enhanced access to care **–** *available* through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff


CONTINUOUS RELATIONSHIP
Team-Based Healthcare Delivery
Improved Access to Care
Population Health
Advanced IT Systems
Medical Home Port
Patient-Centered Care
Decision Support Tools
Refocused Medical Training
Patient & Physician Feedback
PATIENT-CENTERED CARE
WHOLE PERSON ORIENTATION
PERSONAL PHYSICIANS

Secure Messaging – What is it?

- SM is a method to communicate asynchronously between patients and the health care team
- It is not e-mail
- Two major providers: RelayHealth and Medfusion
- Encrypted e-mail: Kryptiq (lacks other tools)
- SaaS, Fully HIPAA-compliant, 128 bit encryption, Web-based, 2-factor authentication
- Text-based messages or structured visits
- Patient education and preventive health reminders
- Results distribution; Network provider consults

NCQA PCMH Recognition

- PPC-PCMH Recognition is based on meeting specific elements included in nine standard categories:
  - 1. **Access and Communication**
  - 2. Patient Tracking and Registry Functions
  - 3. Care Management
  - 4. **Patient Self-Management and Support**
  - 5. Electronic Prescribing
  - 6. **Test Tracking**
  - 7. Referral Tracking
  - 8. Performance Reporting and Improvement
  - 9. **Advanced Electronic Communication**

Secure Messaging and PCMH

- Asynchronous communication allows more efficient and more completely documented discussions between patients and health care team
- Minor problems can be discussed and managed via SM vice clinic or ED visit
- Results from lab and radiology tests can be communicated with patients and coordinated
- ED and consultant visits can be discussed without requiring clinic visit…or clinic visit confirmed
- Network consultants can send results via SM

Secure Messaging and Practice Improvement

- How SM helps improve overall patient care
  - Results distribution
  - Reduce unnecessary clinic visits
  - Medication reconciliation and F/U
  - Better documentation of remote interactions
  - Improved efficiency for health care team
  - Improved patient and health care team satisfaction
  - Patient engagement improved
  - Overall improved care coordination

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- Presenter’s name
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